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ABSTRACT

The purpose of this book was to assist trainers in developing the skills that must be involved in a total quality management (TQM) training program. The book is organized into 17 chapters that cover the following topics: understanding the need, organizational requirements, training and the bottom line, training and organizational change, the in-house training program, developing a training program, needs assessment, analyzing data, the training decision, preparing solutions, constructing training materials, training in action, on-the-job training, learner-centered learning, preventing training problems, additional training concepts, and customer connections. Each chapter stands alone in addressing a particular aspect of training, but at the same time each chapter builds on the information provided in the preceding chapter, progressing to the last chapter, which ties training requirements to customer needs. Checklists, charts, comparisons, questionnaires, and survey samples from many sources provide information to support all training efforts. Most chapters contain a bibliography; a composite bibliography at the end of the book lists 2 resource organizations, 47 books, an article, and a training program. (KC)

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